



# STATE OF IOWA

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DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

September 14, 2007

## GENERAL LETTER NO. 23-E-AP-8

ISSUED BY: Bureau of Purchasing, Payments, and Receipts, Division of Fiscal Management

SUBJECT: Employees' Manual, Title 23, Chapter E, Appendix, **ISSUANCE OF  
DUPLICATE OR REPLACEMENT WARRANTS APPENDIX**, page 5,  
revised.

### Summary

This chapter is revised to provide the current web site address for the Department of Administrative Services' **Bankimage User Manual**.

### Effective Date

Immediately.

### Material Superseded

Remove from Employees' Manual, Title 23, Chapter E, Appendix, page 5, dated August 12, 2005, and destroy it.

### Additional Information

Refer questions about this general letter to your area income maintenance administrator, your service area manager, or your regional collections administrator.

**Bankimage User Manual**

Purpose	<i>Bankimage User Manual</i> is a guide that provides directions on how to obtain copies of redeemed warrants through the Bankimage web application. The ability to obtain a copy of the redeemed warrant will provide the worker with information on how to handle a report of a lost or stolen warrant.
Source	The <i>Bankimage User Manual</i> can be accessed on the Iowa Department of Administrative Services Internet site at the following web address: <a href="http://www.das.sae.iowa.gov/images/pdf/Bankimage_User_Manual.pdf">http://www.das.sae.iowa.gov/images/pdf/Bankimage_User_Manual.pdf</a>
Distribution	Ask the payee to view the printed copy of the warrant to determine if the endorsement signature is their signature or a forgery. If it is determined the signature is a forgery, a copy of the warrant is to be sent to DIA.
Data	Images of redeemed State of Iowa warrants are now available on the state's Internet. The User Manual contains basic instructions on how to access these images through the Bankimage web application.
System Requirements	Authorized users can access the Bankimage system on the State of Iowa Internet site by typing this address in your web browser:  <a href="http://bankimage.ia.gov">http://bankimage.ia.gov</a>  Internet Explorer 5.0 or later on a Windows-based system is required. You must know the warrant number and redemption date to access and retrieve a warrant image.